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PTO/SB/82 (10-00)  
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<b>REVOCATION OF POWER OF ATTORNEY OR AUTHORIZATION OF AGENT</b>	Application Number	09/902094
	Filing Date	7/10/2001
	First Named Inventor	Qui, Shi-Yue
	Group Art Unit	
	Examiner Name	
	Attorney Docket Number	08827.0007

I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application:

☒ A Power of Attorney or Authorization of Agent is submitted herewith.

OR

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I am the:

☐ Applicant/Inventor.

☒ Assignee of record of the entire interest. See 37 CFR 3.71.  
Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96)

**SIGNATURE of Applicant or Assignee of Record**

Name	James A. Keller
Signature	<i>James A. Keller</i>
Date	1/17/03

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below\*.

☐ \*Total of \_\_\_\_\_ forms are submitted.



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<b>POWER OF ATTORNEY OR AUTHORIZATION OF AGENT</b>	Application Number	09/902094
	Filing Date	7/10/2001
	First Named Inventor	Qui, Shi-Yue
	Title	Early Warning System in eService Management Systems
	Group Art Unit	
	Examiner Name	
Attorney Docket No.		08827.0007

I hereby appoint:

☒ Practitioners at Customer Number

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as my/our attorney(s) or agent(s) to prosecute the application identified above, and to transact business in the United States Patent and Trademark Office connected therewith.

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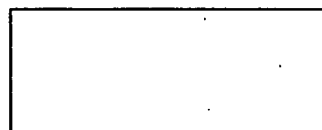
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☐ Applicant/Inventor.

☒ Assignee of record of the entire interest. See 37 CFR 3.71.

Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

**SIGNATURE of Applicant or Assignee of Record**

Name

Signature

Date

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required. See below.

☐ \*Total of \_\_\_\_\_ forms are submitted.



**STATEMENT UNDER 37 CFR 3.73(b)**

Applicant/Patent Owner: Qui, Shi-Yue

Application No./Patent No.: 09/902094 Filed/Issue Date: 7/10/2001

Entitled: Early Warning System in eService Management Systems

Panacya Inc., a corporation  
(Name of Assignee) Type of Assignee, e.g., corporation, partnership, university, government agency, etc.

states that it is:

1. ☒ the assignee of the entire right, title, and interest; or  
2. ☐ an assignee of less than the entire right, title and interest.  
The extent (by, percentage) of its ownership interest is \_\_\_\_\_ %

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in the patent application/patent identified above by virtue of either:

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- A. ☒ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel 011988, Frame 0889, or for which a copy thereof is attached.

OR

- B. ☐ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

1. From: \_\_\_\_\_ To: \_\_\_\_\_  
The document was recorded in the United States Patent and Trademark Office at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.  
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☐ Additional documents in the chain of title are listed on a supplemental sheet.

- ☐ Copies of assignments or other documents in the chain of title are attached.

**[NOTE:** A separate copy (i.e., the original assignment document or a true copy of the original document) must be submitted to Assignment Division in accordance with 37 CFR Part 3, if the assignment is to be recorded in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

1-17-03  
Date

Jones A. Keller  
Typed or printed name  
James A. Keller  
Signature  
1/17/03 EVP + CFO  
Title

PATENT

**IN THE UNITED STATE PATENT AND TRADEMARK OFFICE**

In re application of : Qui

For : EARLY WARNING SYSTEM IN eSERVICE  
MANAGEMENT SYSTEMS

Serial Number : 09/902094

Filing Date : July 10, 2001

Examiner :

Attorney Docket : 08827.0013

Received

FEB 04 2003

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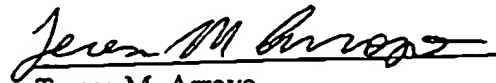
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Honorable Commissioner of  
Patents and Trademarks  
Washington, DC 20231

Dear Sir:

The undersigned attorney hereby authorizes DIGIPAT, its representatives, Terry Kramer, Jackie Brown, Jon James, Victor Telleria, William Rhodes and Darren Richardson of 2001 Jefferson Davis Highway, Suite 1111, Arlington, Virginia 22202, to inspect and make copies of the file for the above-identified application. Copies of the executed Revocation of Power of Attorney or Authorization of Agent, Power of Attorney or Authorization of Agent, and Statement Under 37 C.F.R. § 3.73(b) for this application are attached.

Respectfully submitted,

  
Teresa M. Arroyo  
Reg. No. 50,015

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Date: January 28, 2003